



## *The Public Service Commission State of South Carolina*

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Chief Clerk/Administrator  
Phone: (803) 896-5133  
Fax: (803) 896-5246

Phone: (803) 896-5100  
Fax: (803) 896-5246

June 25, 2018

### SCHEDULING NOTICE

A complaint was filed by **Royce A. Justice** ("the Complainant") on June 25, 2018, against **Duke Energy Carolinas, LLC**.

Docket Number **2018-210-E** has been assigned to this case. **Josh Minges** has been assigned as the Hearing Examiner in this docket. The Hearing Examiner will hear the case and make a recommendation regarding a decision on the case to the full Public Service Commission. The Commission will then issue a final decision, pursuant to S.C. Code Ann. Regs. 103-841 and 103-855.

Please take notice that pursuant to S.C. Code Ann. Regs. 103-817, a hearing will be held before Hearing Examiner **Minges** at **10:00 a.m. on Monday, July 30, 2018**, at the Commission's Office located at 101 Executive Center Drive, Suite 100, Columbia, SC 29210. The company's and the Office of Regulatory Staff's direct testimony is due **Monday, July 16, 2018**. The Complainant may respond to the company's direct testimony, but must do so in writing by **Monday, July 23, 2018**. Failure to comply with the deadlines set out above may result in dismissal of the case or granting of the relief sought against you. The Complainant or other parties in the case (the utility or the Office of Regulatory Staff) may file motions prior to the hearing. Failure of any party to file a response with the Commission with copies being sent to the other parties within ten (10) days of receipt of a pre-hearing motion may result in dismissal of the case or granting of the relief sought against you.

In the alternative, the Complainant may bypass the Hearing Examiner process and have the complaint heard before the entire Commission, if desired. A hearing before the entire Commission will involve longer time frames for the pre-filing of testimony and exhibits and for the assignment of a hearing date, since the Commission hearing schedule has more assigned hearing dates than the hearing examiners. However, should the Complainant in this case desire a hearing before the full Commission, the Complainant must file a written request with the Commission Clerk's Office within seven (7) days of receipt of this notice, with copies of said request being sent to the utility company that is the subject of the complaint and to the Office of Regulatory Staff. Filing of such notice will automatically suspend the hearing date and scheduling deadlines set out above. After receipt of the request, the Clerk's Office will notify all parties of new dates for the pre-filing of testimony and exhibits and for the hearing before the full Commission.

Complete Form, Print, Sign and Mail to:  
Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210



2018-210E  
276738

Phone: 803-896-5100  
Fax: 803-896-5199  
www.psc.sc.gov  
Text PSCAGENDAS to 39492  
To receive an alert when Meeting Agenda items are released

### Individual Complaint Form

Date\*: 6/20/18

RECEIVED

Complainant or Legal Representative Information: \* Required Fields JUN 21 2018

Name \* Royce A. Justice PSC SC MAIL / DMS

Firm (if applicable)

Mailing Address \* 6454 Bridgewood Rd.

City, State Zip \* Columbia, SC 29206 Phone \* (803) 661-7876

E-mail idoitjustice@gmail.com

Name of Utility Involved in Complaint: \*

Type of Complaint (check appropriate box below.) \*

- ☒ Billing Error/Adjustments ☐ Deposits and Credit Establishment ☐ Wrong Rate ☐ Refusal to Connect Service  
☐ Disconnection of Service ☐ Payment Arrangements ☐ Water Quality ☐ Line Extension Issue  
☐ Service Issue ☐ Meter Issue  
☐ Other (be specific)

Have you contacted the Office of Regulatory Staff (ORS)? \* ☒ Yes ☐ No Name of ORS Contact: Brad Kirby

Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

In April, 2018 we received a bill from Duke Energy for \$885 for the power bill at 210 Briarwood Rd, Spartanburg, SC 29301. This was a rental house that we sold in 2015 to Winthrop. Matilda Holcombe. The Holcombes died the following year leaving their adult son there. He let some shady characters move in with them. When he died in October, 2017 the others stayed in the

Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

Have this bill deleted from our records -

I HAVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE. ☒ Yes ☐ No

STATE OF SOUTH CAROLINA )  
COUNTY OF Richland )

### VERIFICATION

I, Royce A. Justice verify that I have read my complaint filed on 6/19/18  
Complainant's Name \* Date \*

and know the contents thereof, and that said contents are true.

Royce A. Justice  
Complainant's Signature \* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By	Date
HE	

3. also in bills. Will someone please  
get this straightened and removed  
from our records.

Royce A. Justice

I can provide the name  
and phone no of one of  
the persons who lived  
at this address when the  
power was used illegally.

6

4. Names illegally using the utilities  
until they were legally evicted in  
Jan. 2018.

When we turned and leased the property  
we requested the bill to be revented  
back to us in between tenants.

Duke is a young since we never  
cancelled that request when we  
sold the property, we are responsible  
for this bill even though it was  
filed in the Hickman names.

We have owned and used  
ten properties in Springfield  
since 1991 and we as our tenants  
never ~~never~~ failed to pay all  
our Duke bills and never had  
to call to say we sold the  
houses. Our attorney says we  
are not responsible for someone



ROYCE JUSTICE  
441 SIBLEY ST

Account Number  
Verification Code  
Bill Date 05/25/2018  
Current Charges Past Due After 06/08/2018

Service From: APR 25 to MAY 24 ( 29 Days)

Your next scheduled meter reading will occur between JUN 26 and JUN 29

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$858.94	\$0.00	\$26.13	\$0.00	\$885.07

METER NUMBER	METER READINGS: PREVIOUS PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
028841	0.006 0.006	1	0 KWH	SGS - Small General Service	10.52
				Fixed Monthly Leaf 50C Charge	1.86
				Prior Balance Due	858.94
				Late Payment Charge	12.88
				Sales Tax	.87
Amount Due					885.07

Electricity Usage	This Month	Last Year
Total KWH	N/A	N/A
Days	N/A	N/A
AVG KWH per Day	N/A	N/A
AVG Cost per Day	N/A	N/A

Our records indicate your telephone number is 864-579-1061. If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

Printed on recyclable paper

For Correspondence: PO BOX 1090 CHARLOTTE NC 28201-1090  
DUKE PHONE: 800-653-5307 www.duke-energy.com

RETURN THIS PORTION WITH YOUR PAYMENT TO THE ADDRESS BELOW, THANK YOU FOR YOUR BUSINESS

082722  
402

88 0 #



ROYCE JUSTICE  
6454 BRIDGEWOOD RD  
COLUMBIA SC 29206-2126

000406 000040741



Account Number	
Verification Code	
Amount Due	\$885.07
Current Charges Past Due After	06/08/2018

#### REMINDER

Your Duke Energy account has a past due balance. Failure to pay the past due amount could result in disconnection of service. If your payment has been made, please accept our thanks. If you have any questions about your account, please contact Duke Energy.

Total Amount Enclosed \$



PO BOX 70515  
CHARLOTTE NC 28272-0515

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www.duke-energy.com  
30827-P-0005